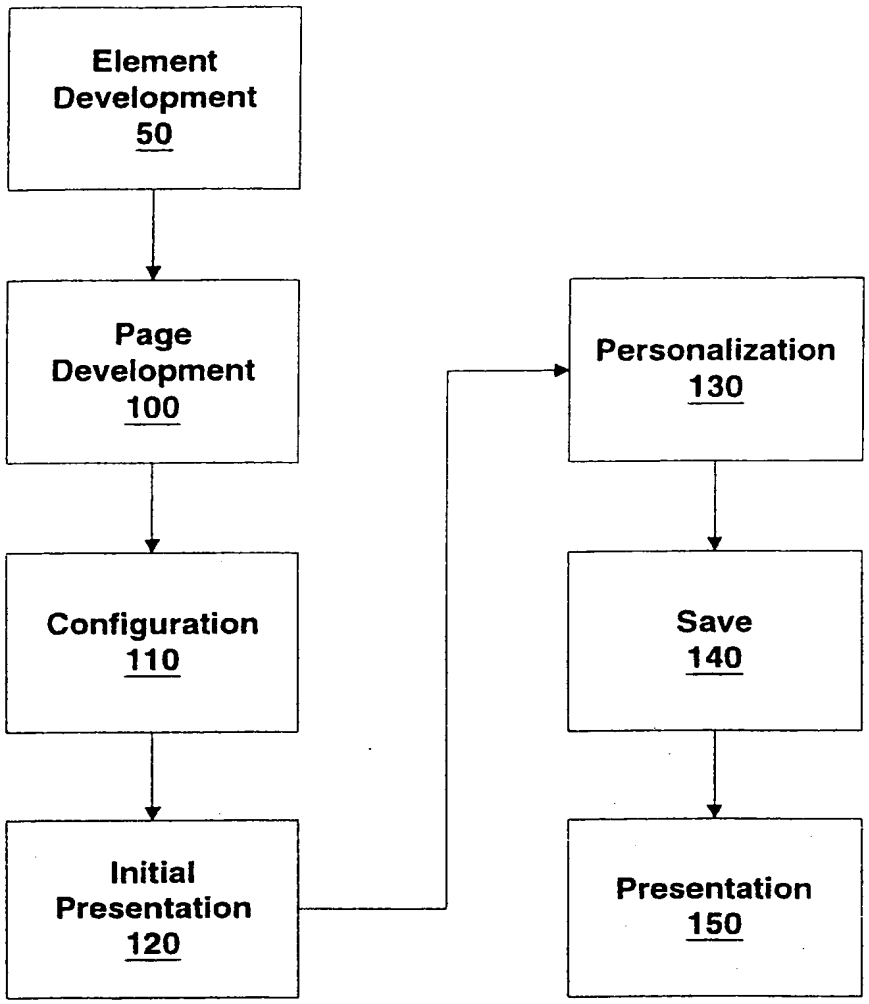

Element Development 50
Page Development 100
Configuration 110
Initial Presentation 120
Personalization 130
Save 140
Presentation 150

FIG. 1

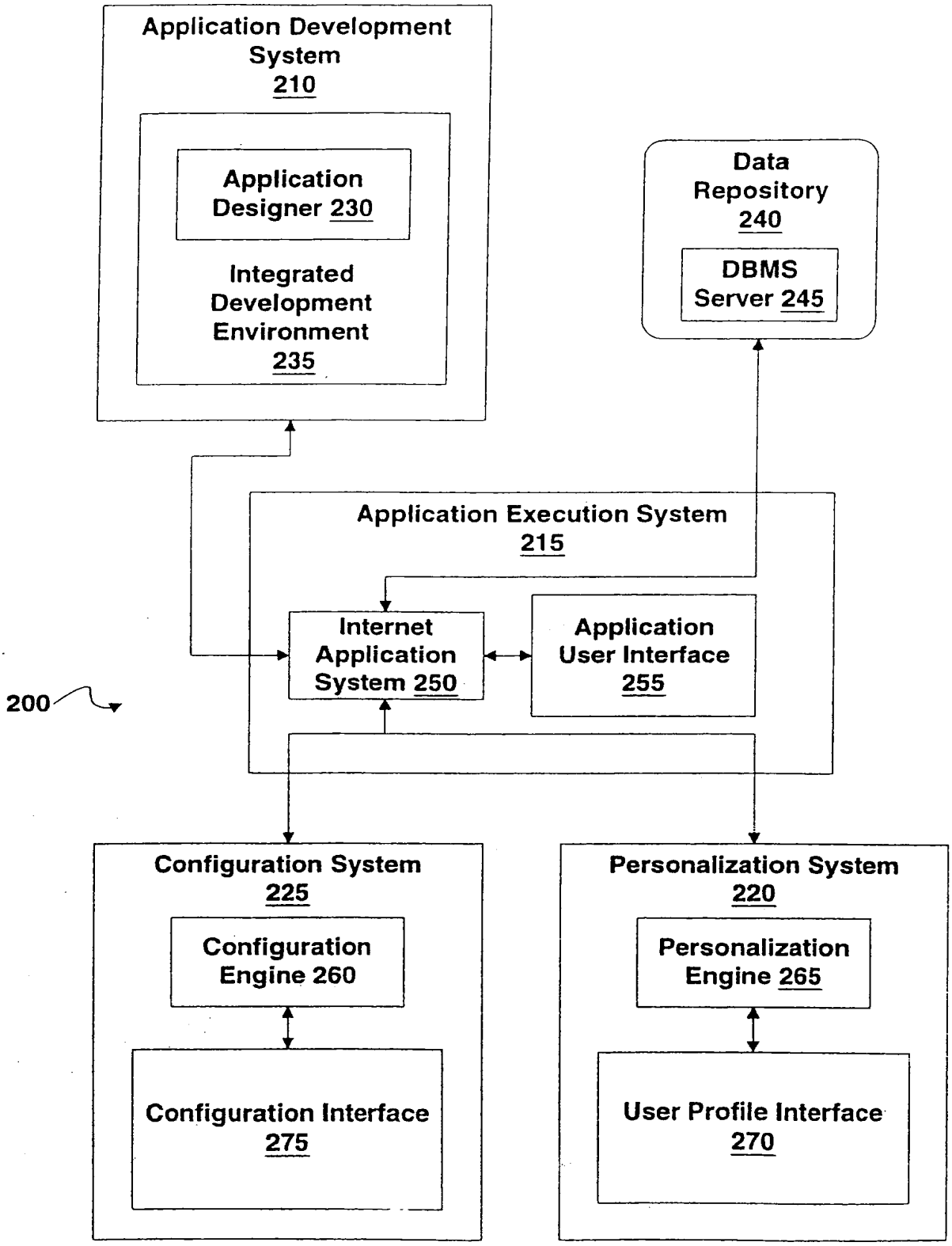

Application Development System 210
Application Designer 230
Integrated Development Environment 235
Data Repository 240
DBMS Server 245
Application Execution System 215
Internet Application System 250
Application User Interface 255
200
Configuration System 225
Configuration Engine 260
Configuration Interface 275
Personalization System 220
Personalization Engine 265
User Profile Interface 270

FIG. 2

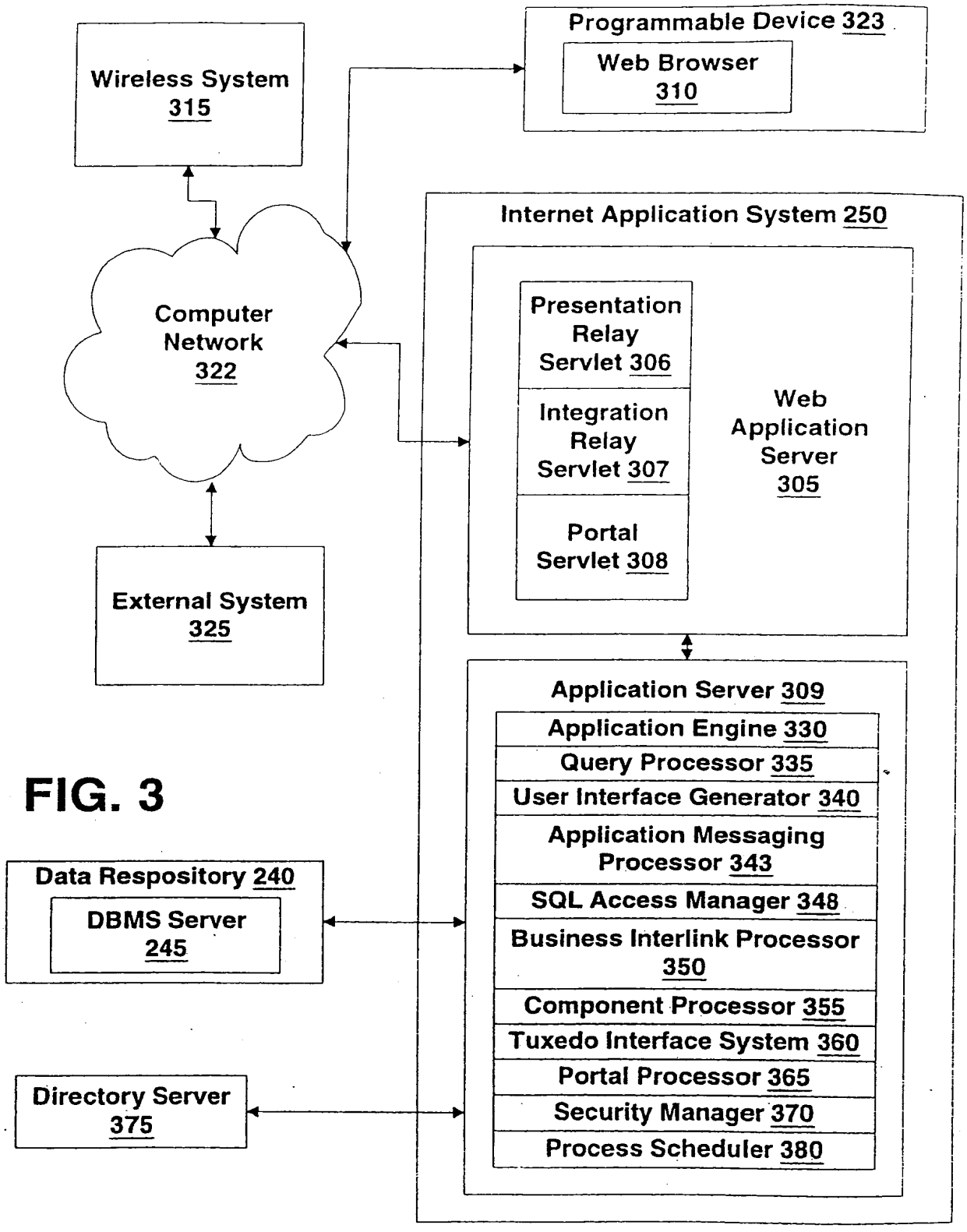

Wireless System 315
Programmable Device 323
Web Browser 310
Internet Application System 250
Computer Network 322
Presentation Relay Servlet 306
Integration Relay Servlet 307
Portal Servlet 308
Web Application Server 305
External System 325
Application Server 309
Application Engine 330
Query Processor 335
User Interface Generator 340
Application Messaging Processor 343
SQL Access Manager 348
Business Interlink Processor 350
Component Processor 355
Tuxedo Interface System 360
Portal Processor 365
Security Manager 370
Process Scheduler 380
Data Respository 240
DBMS Server 245
Directory Server 375

FIG. 3

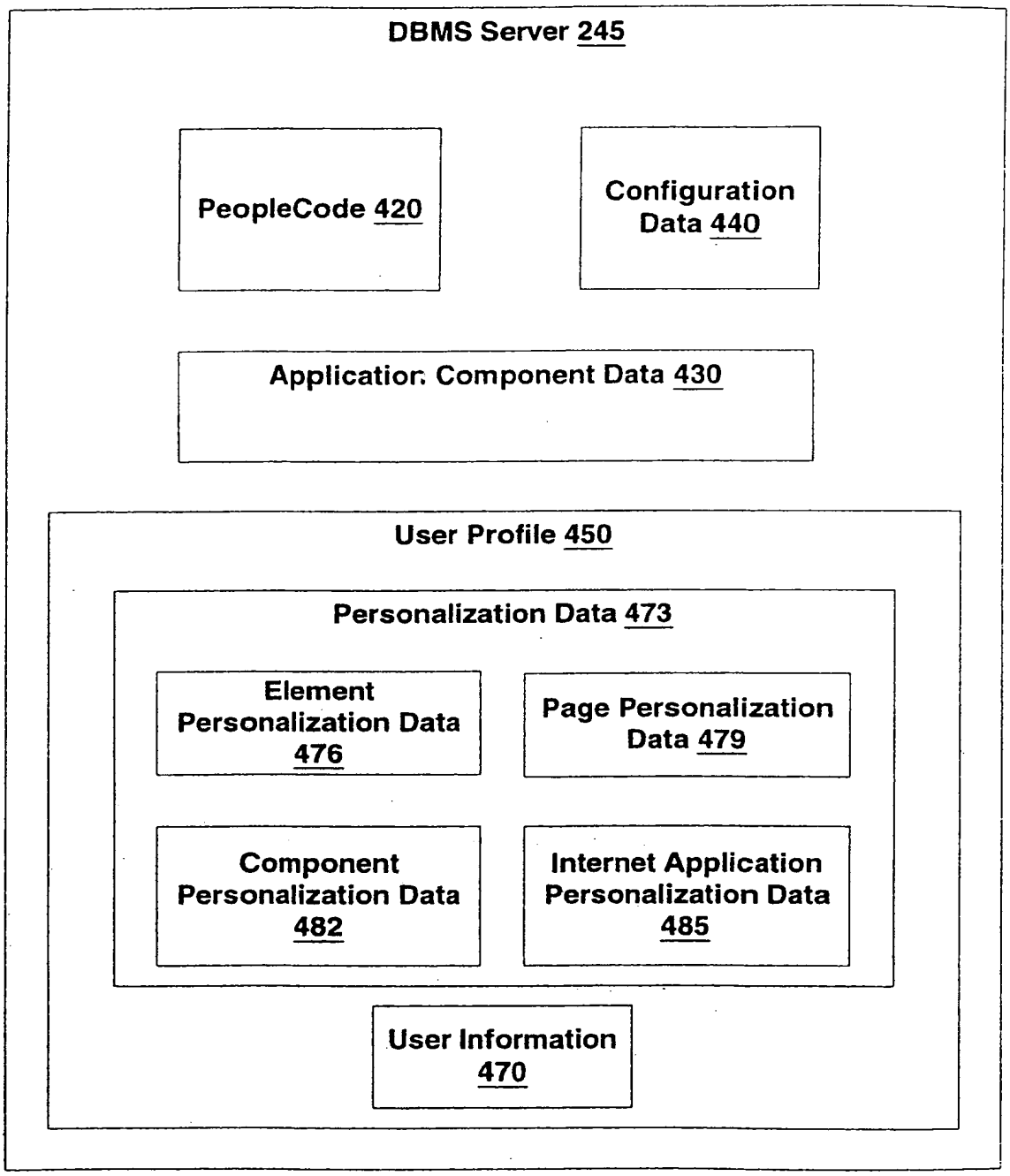

DBMS Server 245
PeopleCode 420
Configuration Data 440
Application Component Data 430
User Profile 450
Personalization Data 473
Element Personalization Data 476
Page Personalization Data 479
Component Personalization Data 482
Internet Application Personalization Data 485
User Information 470

FIG. 4

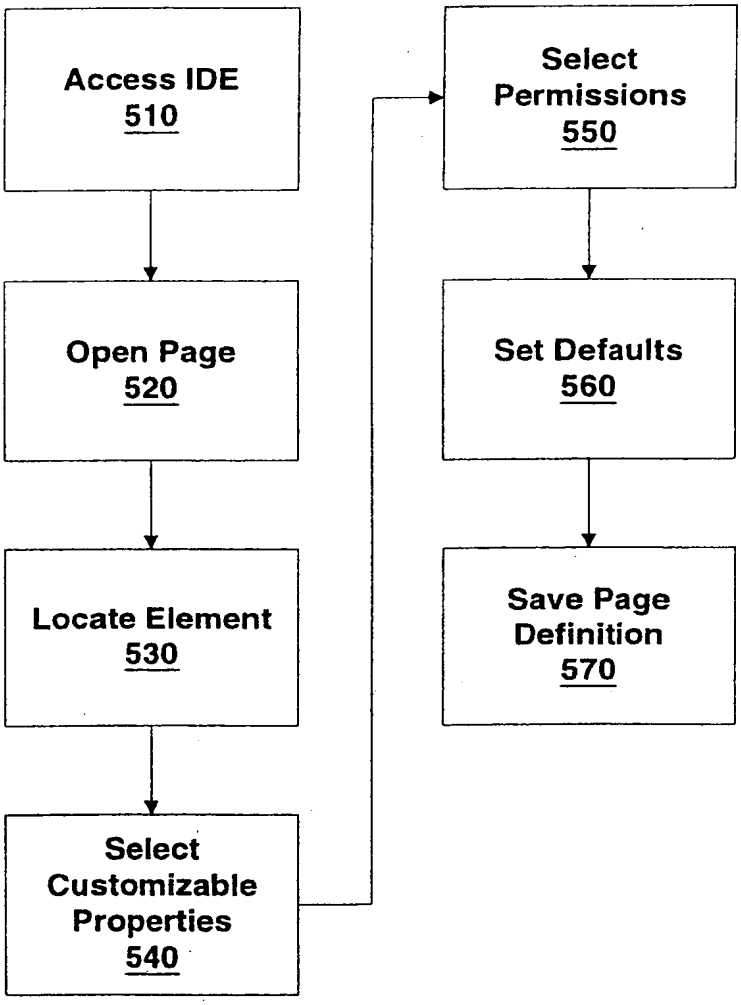

Access IDE
510
Open Page
520
Locate Element
530
Select Customizable Properties
540
Select Permissions
550
Set Defaults
560
Save Page Definition
570

FIG. 5

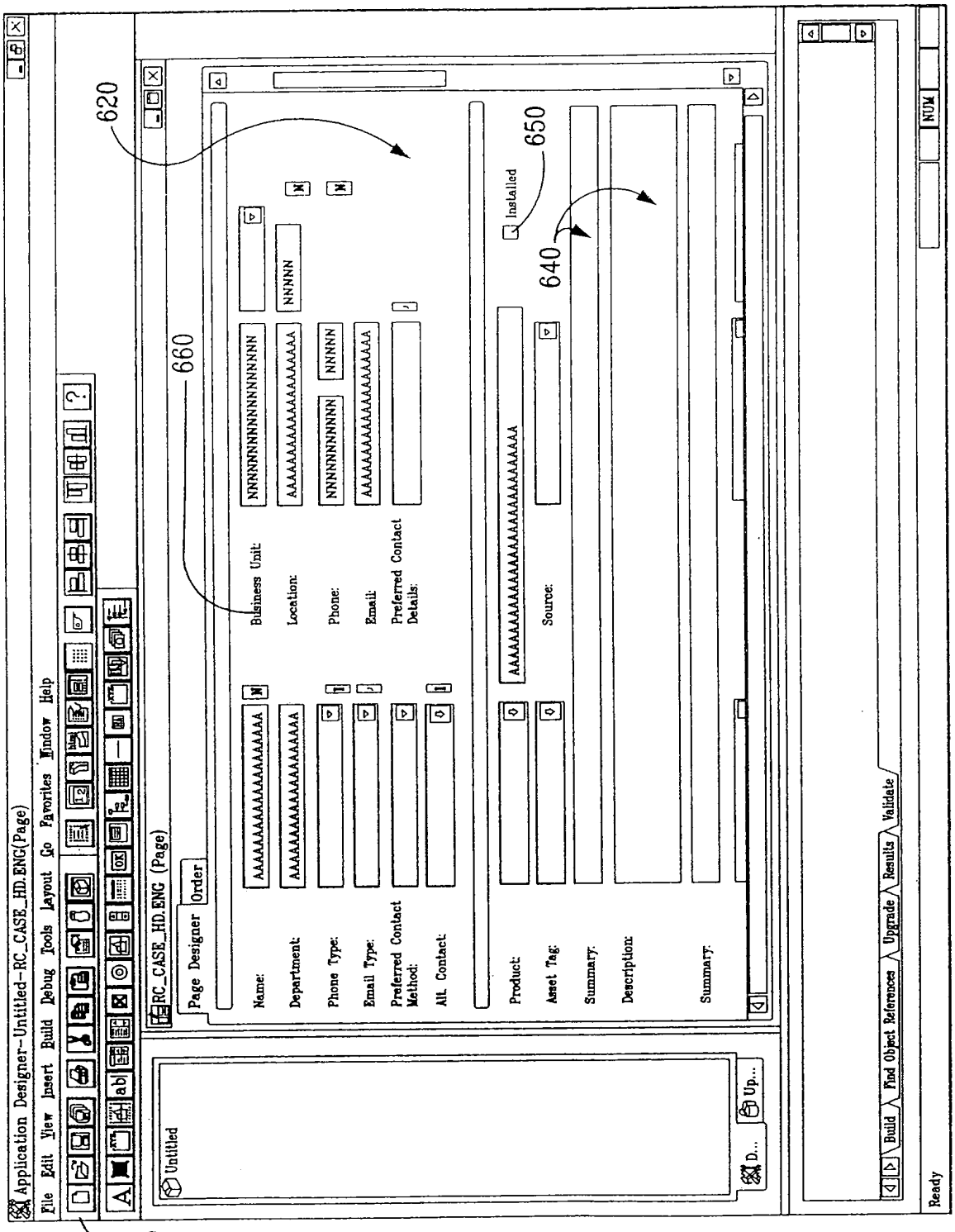

610
620
650
640
660
Application Designer-Untitled-RC_CASE_HD.ENG(Page)
File Edit View Insert Build Debug Tools Layout Go Favorites Window Help
Untitled
RC_CASE_HD.ENG (Page)
Page Designer
Order
Name:
Department:
Phone Type:
Email Type:
Preferred Contact Method:
Alt. Contact:
Business Unit:
Location:
Phone:
Email:
Preferred Contact Details:
Installed
Product:
Asset Tag:
Summary:
Description:
Source:
Summary:
Build
Find Object References
Upgrade
Results
Validate
Ready
NUM

FIG. 6

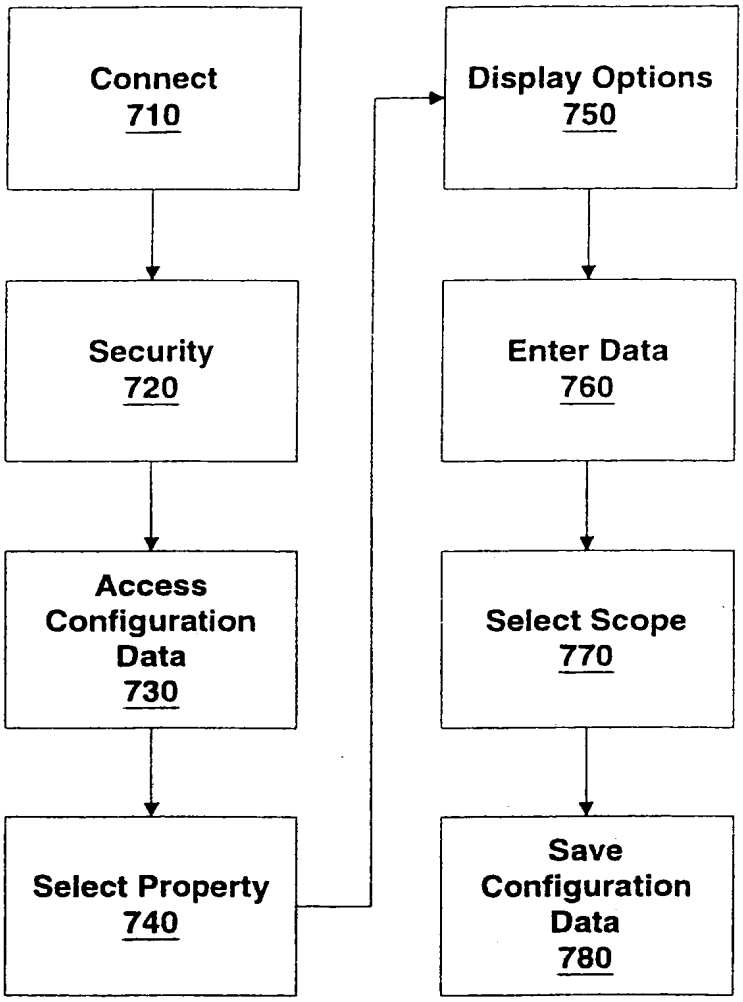

Connect
710
Security
720
Access Configuration Data
730
Select Property
740
Display Options
750
Enter Data
760
Select Scope
770
Save Configuration Data
780

FIG. 7

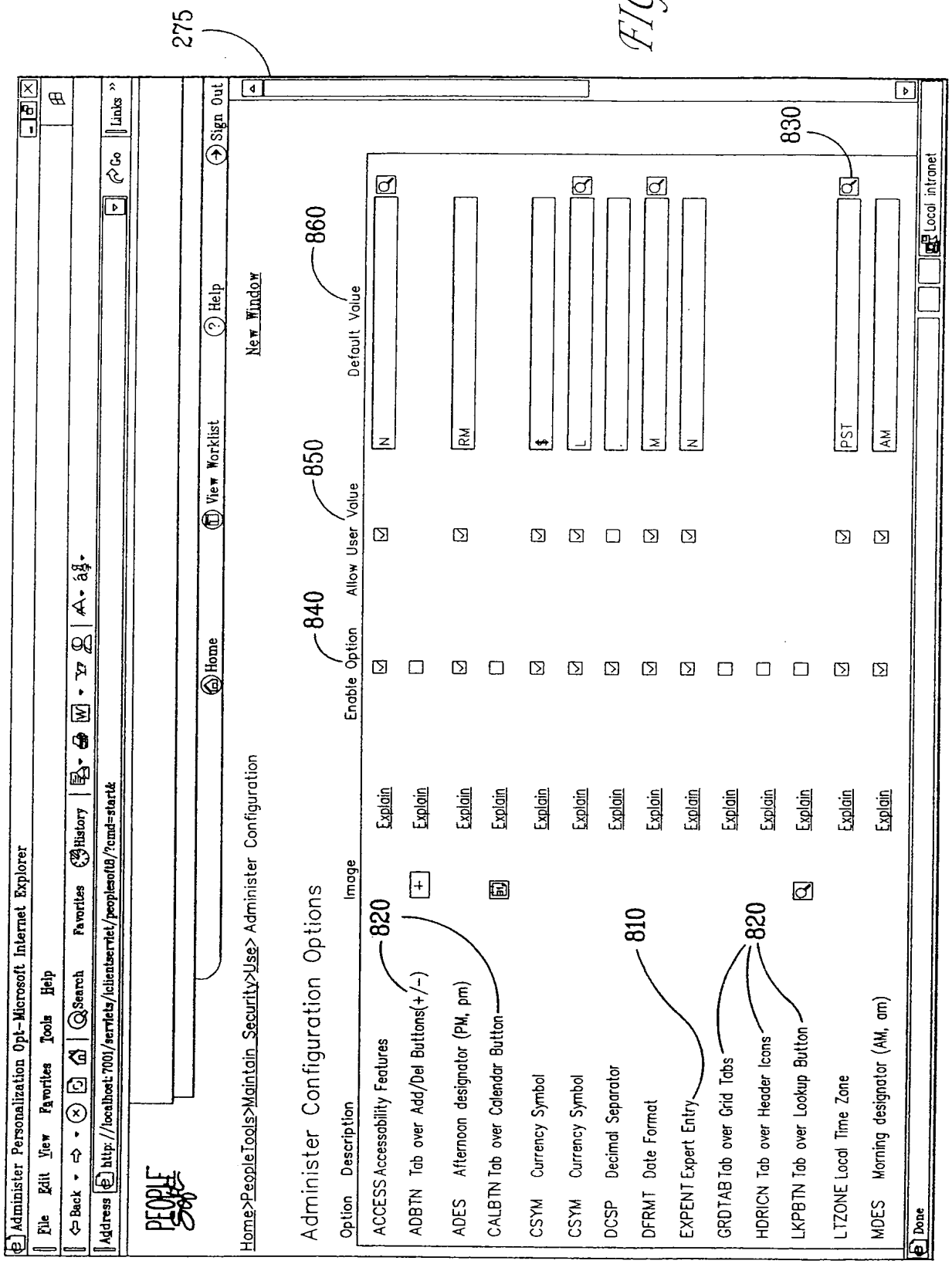

275
Administer Personalization Opt-Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
PEOPLE SOFT
Home View Worklist Help Sign Out
New Window
Home>PeopleTools>Maintain Security>Use> Administer Configuration
Administer Configuration Options
Option Description
Image
Enable Option
Allow User Value
Default Value
840
850
860
830
820
810
ACCESS Accessibility Features
ADBTN Tab over Add/Del Buttons(+/-)
ADES Afternoon designator (PM, pm)
CALBTN Tab over Calendar Button
CSYM Currency Symbol
CSYM Currency Symbol
DCSP Decimal Separator
DFRMT Date Format
EXPENT Expert Entry
GRDTAB Tab over Grid Tabs
HDRICN Tab over Header Icons
LKPBTN Tab over Lookup Button
LTZONE Local Time Zone
MDES Morning designator (AM, am)
Explain
N
RM
$
L
.
M
N
PST
AM
Done
Local intranet

FIG. 8

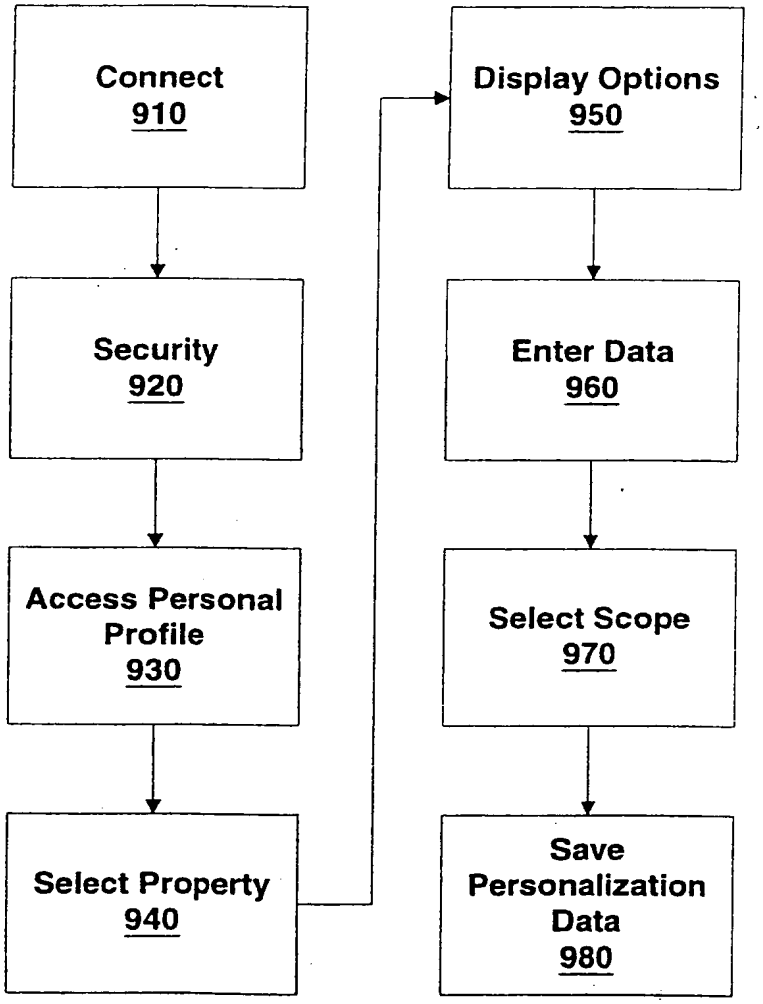

Connect
910
Security
920
Access Personal Profile
930
Select Property
940
Display Options
950
Enter Data
960
Select Scope
970
Save Personalization Data
980

FIG. 9

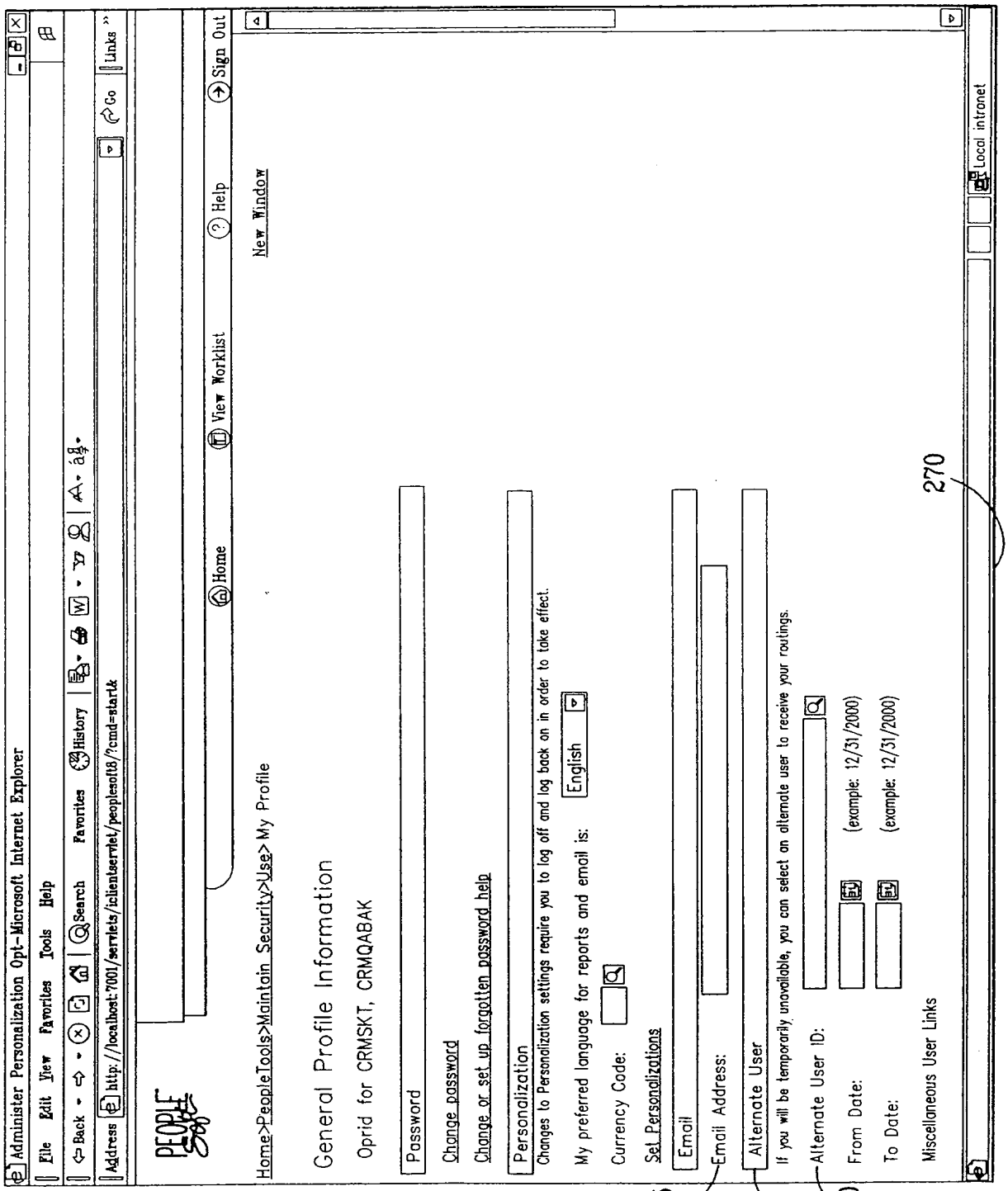

Administer Personalization Opt-Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
Links
PEOPLE Soft
Home
View Worklist
Help
Sign Out
New Window
Home>PeopleTools>Maintain Security>Use> My Profile
General Profile Information
Oprid for CRMSKT, CRMQABAK
Password
Change password
Change or set up forgotten password help
Personalization
Changes to Personalization settings require you to log off and log back on in order to take effect.
My preferred language for reports and email is:
English
Currency Code:
Set Personalizations
Email
Email Address:
Alternate User
If you will be temporarily unavailable, you can select an alternate user to receive your routings.
Alternate User ID:
From Date:
(example: 12/31/2000)
To Date:
(example: 12/31/2000)
Miscellaneous User Links
Local intranet
1005
1010
1020
270

FIG. 10A

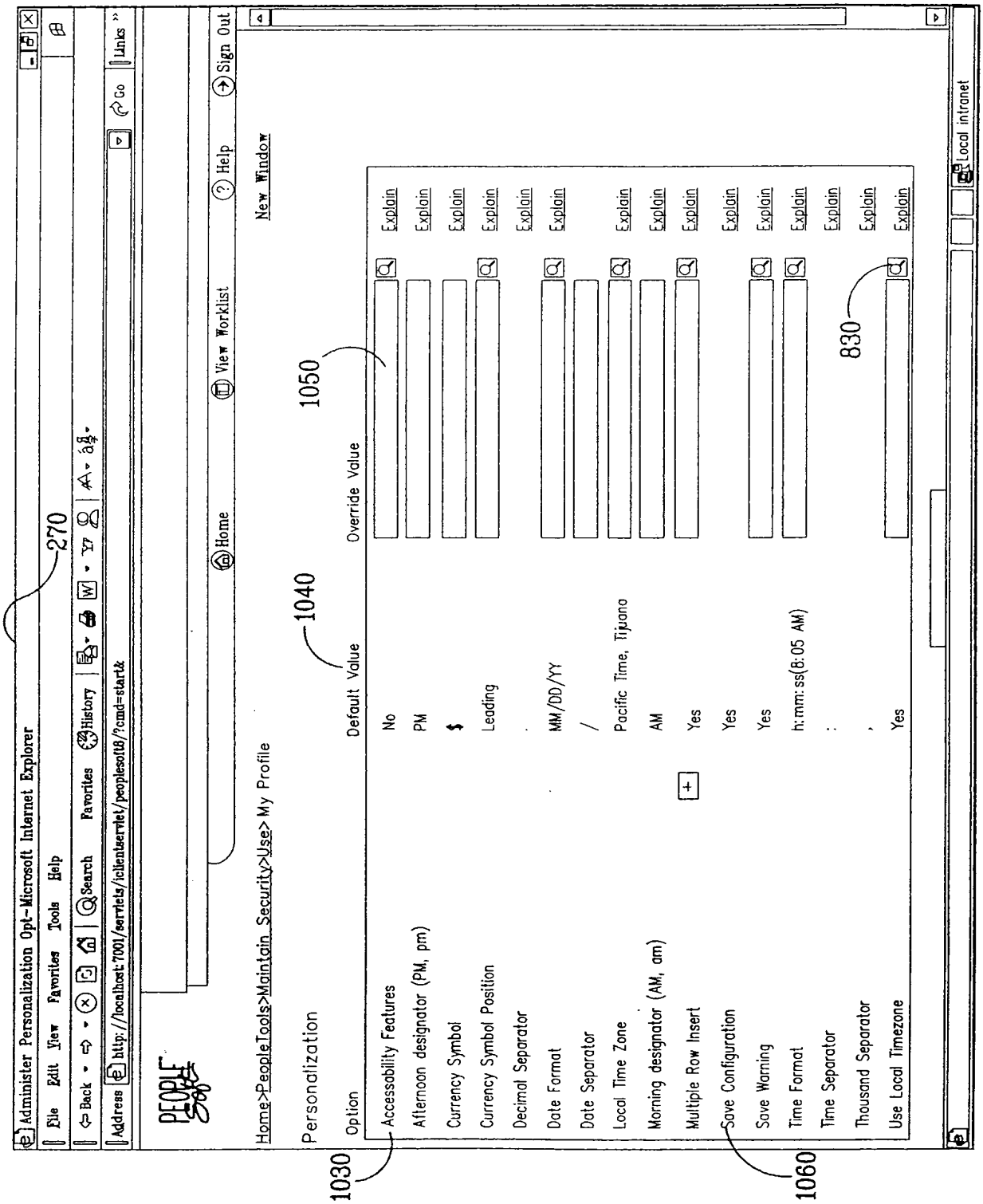

Administer Personalization Opt-Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
Links
PEOPLESOFT
Home
View Worklist
Help
Sign Out
New Window
Home>PeopleTools>Maintain Security>Use> My Profile
Personalization
270
1040
1050
1030
1060
830
Option
Default Value
Override Value
Accessability Features
No
Explain
Afternoon designator (PM, pm)
PM
Currency Symbol
$
Currency Symbol Position
Leading
Decimal Separator
.
Date Format
MM/DD/YY
Date Separator
/
Local Time Zone
Pacific Time, Tijuana
Morning designator (AM, am)
AM
Multiple Row Insert
Yes
Save Configuration
Yes
Save Warning
Yes
Time Format
h:mm:ss(8:05 AM)
Time Separator
:
Thousand Separator
,
Use Local Timezone
Yes
Local intranet

FIG. 10B

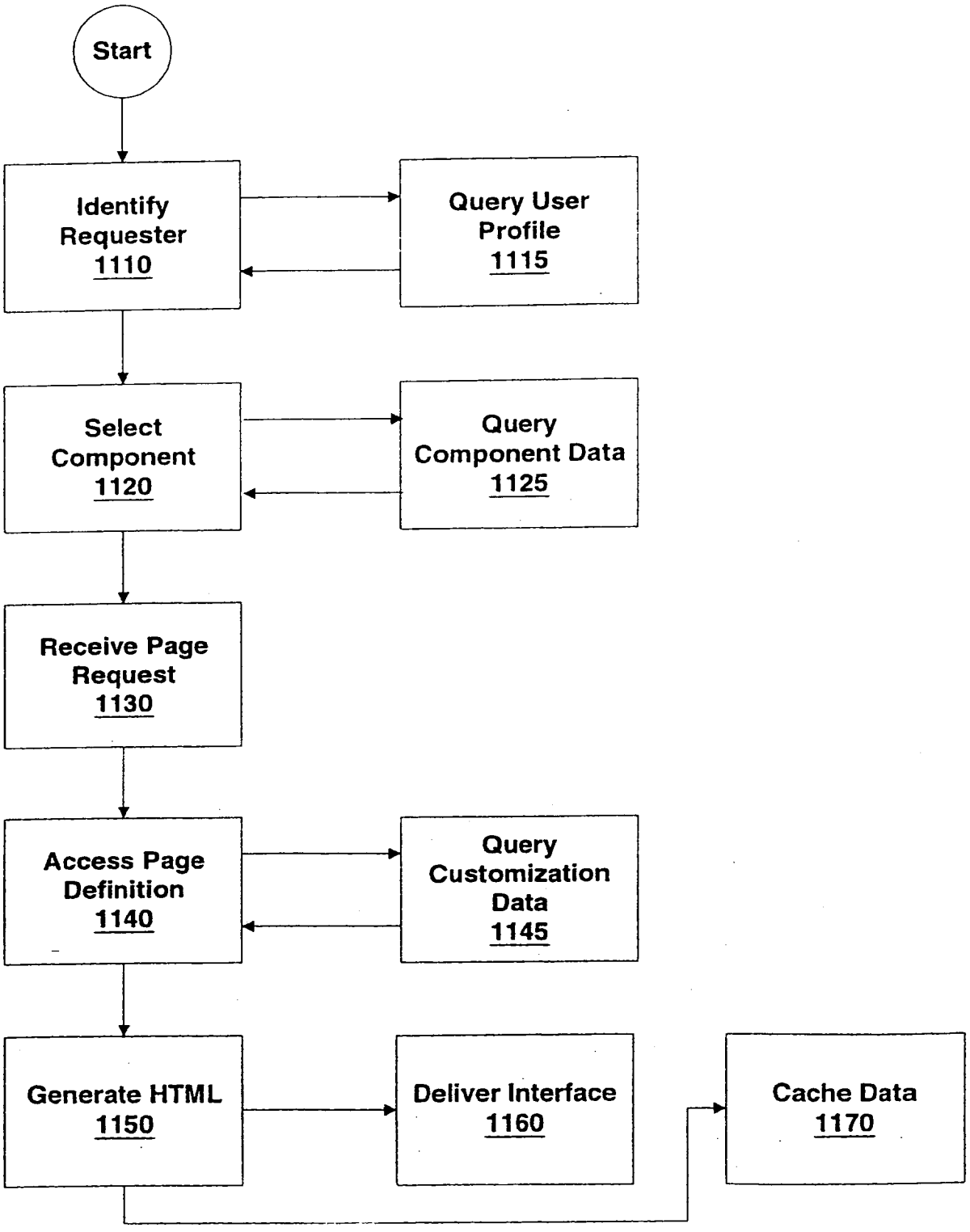

Start
Identify Requester 1110
Query User Profile 1115
Select Component 1120
Query Component Data 1125
Receive Page Request 1130
Access Page Definition 1140
Query Customization Data 1145
Generate HTML 1150
Deliver Interface 1160
Cache Data 1170

FIG. 11

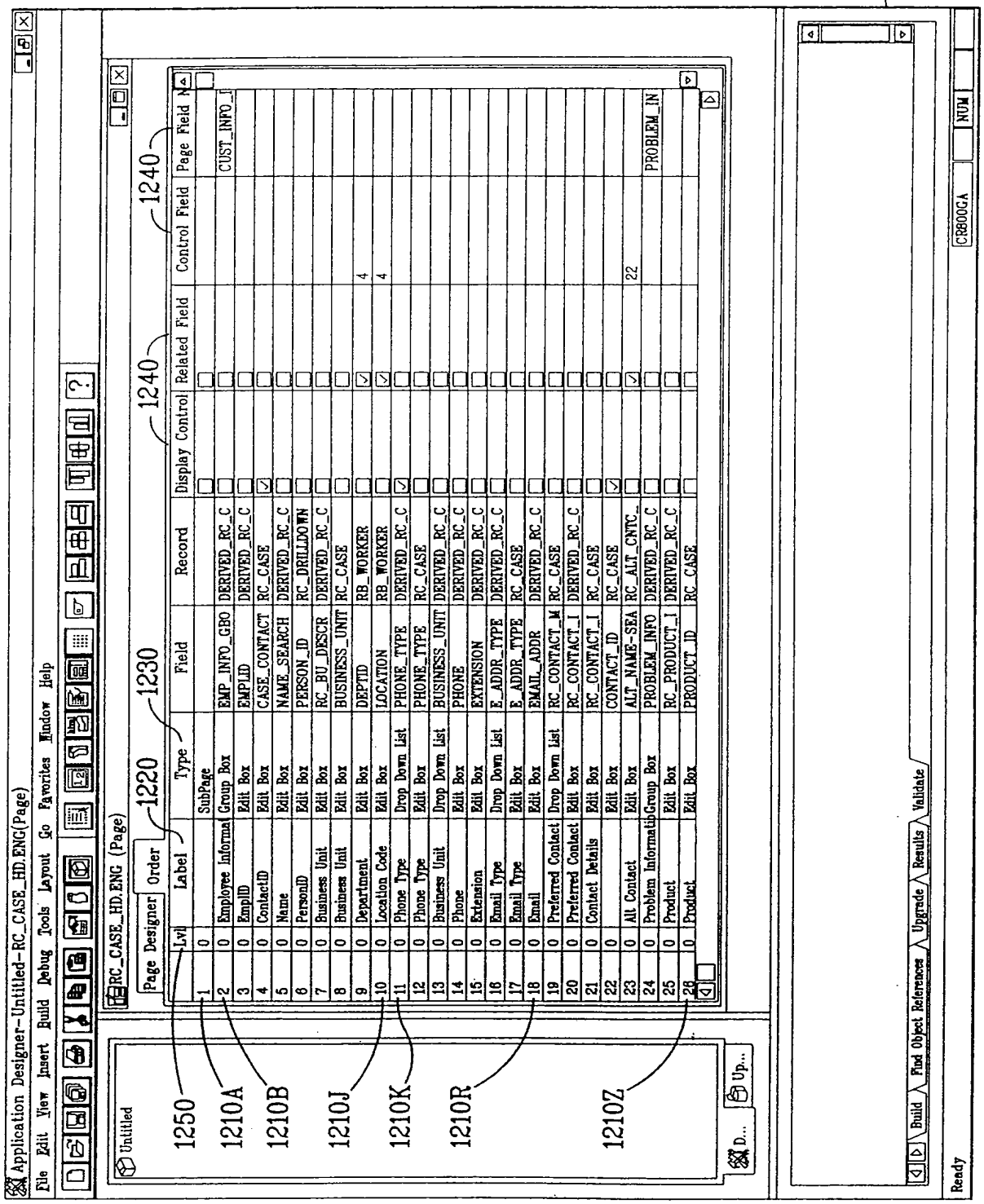

Application Designer-Untitled-RC_CASE_HD.ENG(Page)
File Edit View Insert Build Debug Tools Layout Go Favorites Window Help
Untitled
RC_CASE_HD.ENG (Page)
Page Designer
Order
1220
1230
1240
1240
1250
1210A
1210B
1210J
1210K
1210R
1210Z
1200
Build
Find Object References
Upgrade
Results
Validate
Ready
CRBOOGA
NUM

FIG. 12

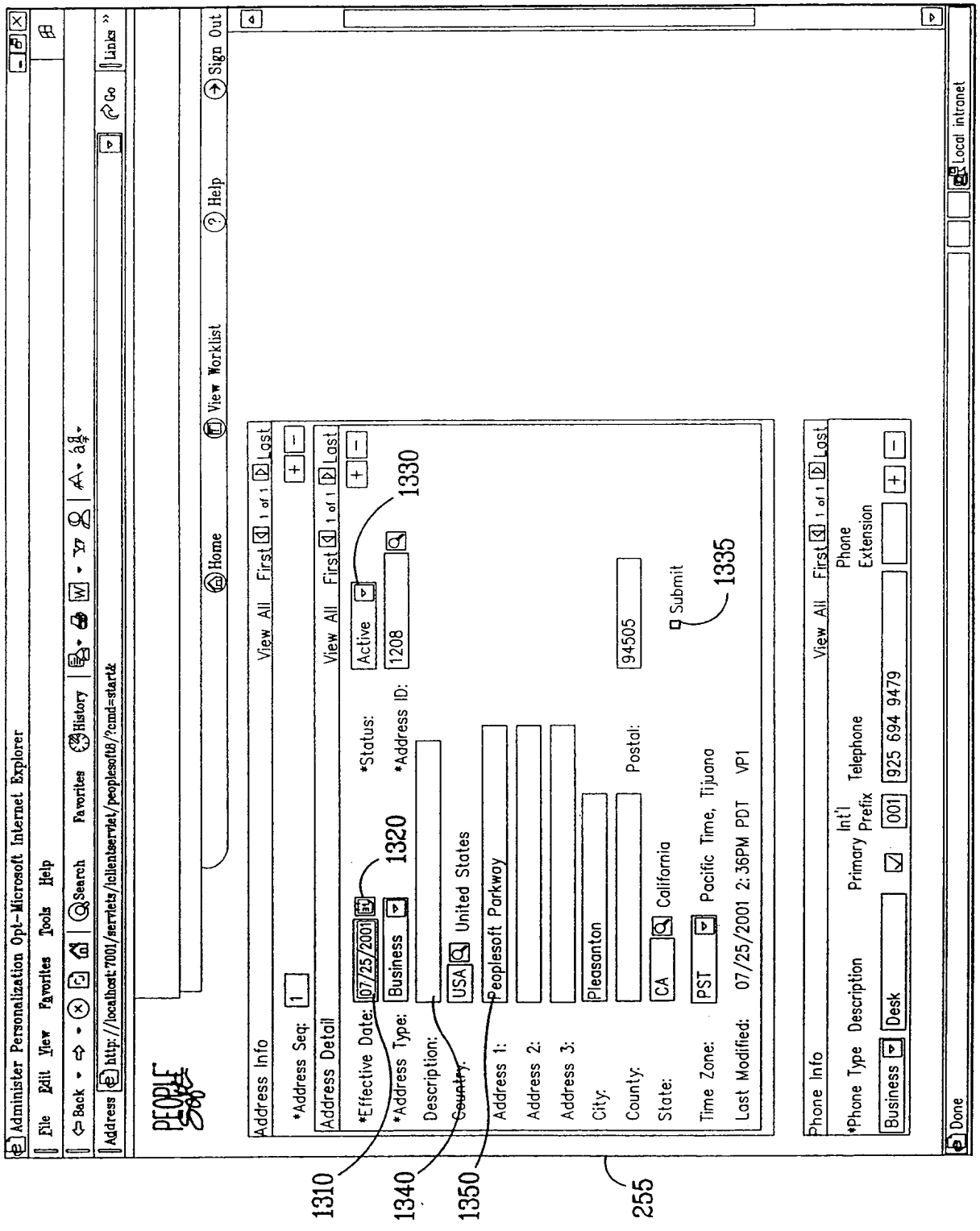

Administer Personalization Opt-Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
PEOPLE Soft
Home
View Worklist
Help
Sign Out
Address Info
View All First 1 of 1 Last
*Address Seq: 1
Address Detail
View All First 1 of 1 Last
*Effective Date: 07/25/2001
*Status: Active
*Address Type: Business
*Address ID: 1208
Description:
Country: USA United States
Address 1: Peoplesoft Parkway
Address 2:
Address 3:
City: Pleasanton
County:
Postal: 94505
State: CA California
Time Zone: PST Pacific Time, Tijuana
Submit
Last Modified: 07/25/2001 2:36PM PDT VP1
Phone Info
View All First 1 of 1 Last
*Phone Type Description Primary Int'l Prefix Telephone Phone Extension
Business Desk 001 925 694 9479
Done
Local intranet
1310
1320
1330
1335
1340
1350
255

FIG. 13A

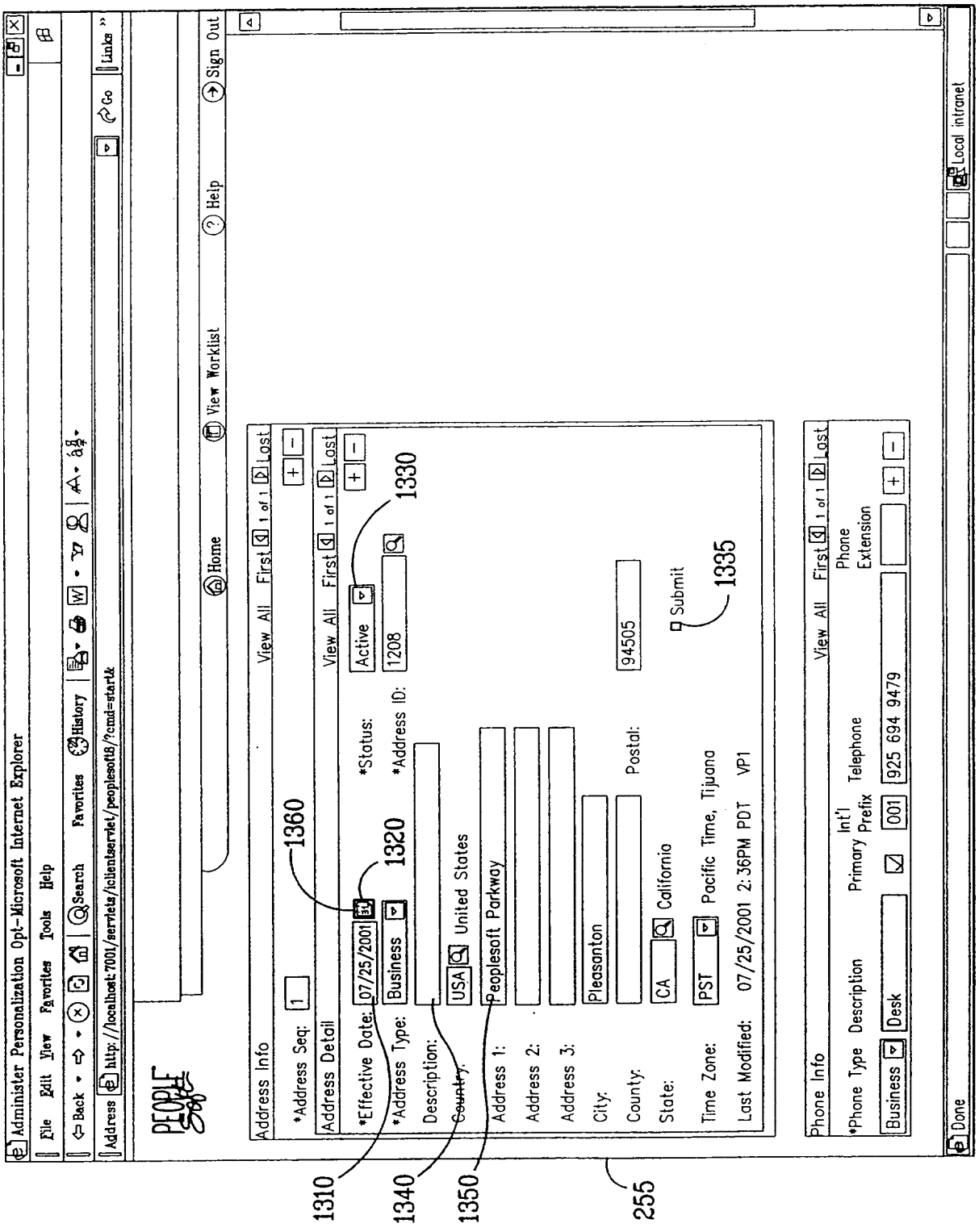

Administer Personalization Opt - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
Links
PEOPLE SOFT
Home
View Worklist
Help
Sign Out
Address Info
View All First 1 of 1 Last
*Address Seq: 1
Address Detail
View All First 1 of 1 Last
*Effective Date: 07/25/2001
*Status: Active
*Address Type: Business
*Address ID: 1208
Description:
Country: USA United States
Address 1: Peoplesoft Parkway
Address 2:
Address 3:
City: Pleasanton
County:
Postal: 94505
State: CA California
Time Zone: PST Pacific Time, Tijuana
Submit
Last Modified: 07/25/2001 2:36PM PDT VP1
Phone Info
View All First 1 of 1 Last
*Phone Type Description Primary Int'l Prefix Telephone Phone Extension
Business Desk 001 925 694 9479
Done
Local intranet
1310
1320
1330
1335
1340
1350
1360
255

FIG. 13B

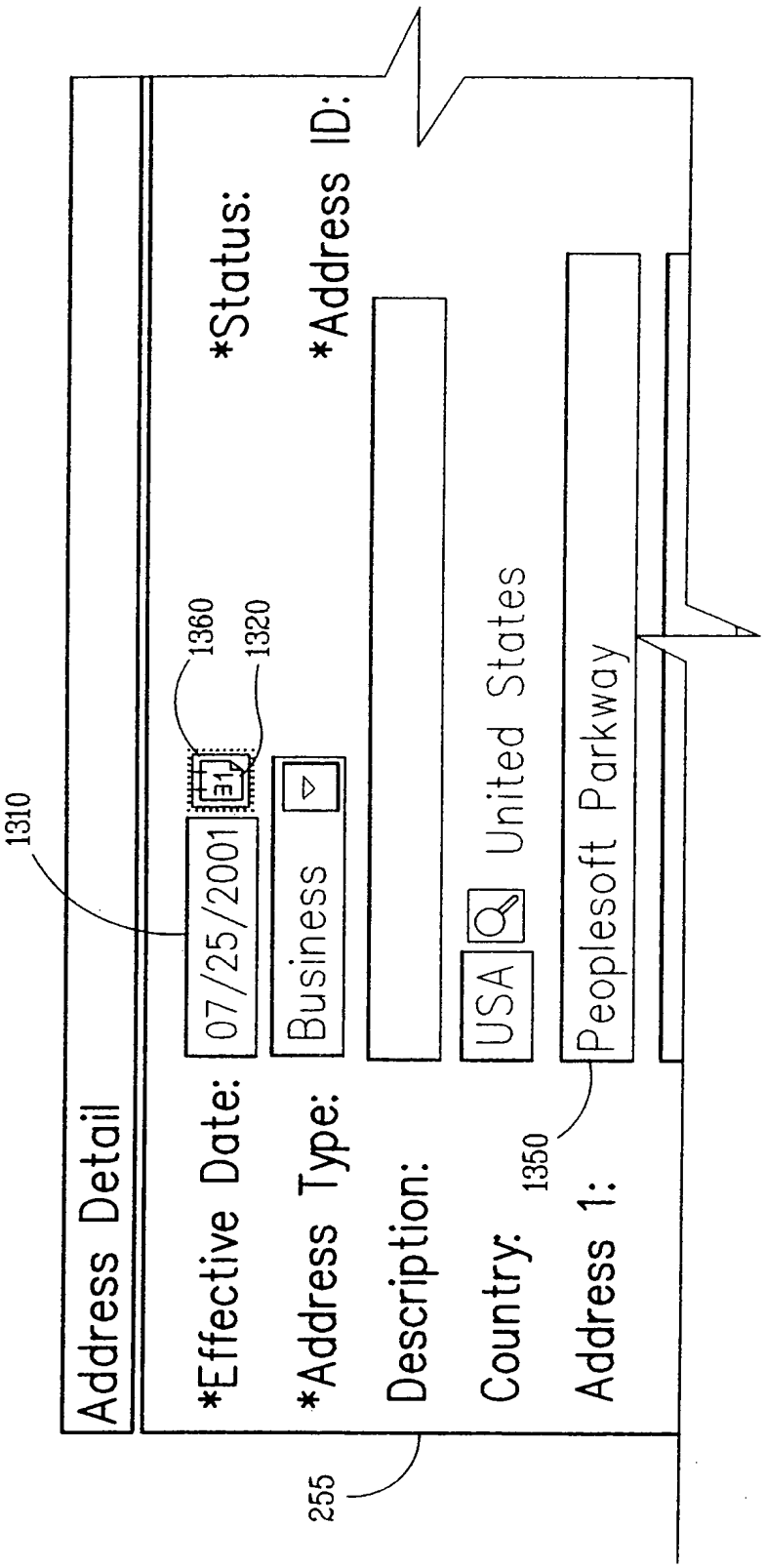

Address Detail
*Effective Date:
07/25/2001
*Status:
*Address ID:
*Address Type:
Business
Description:
Country:
USA
United States
Address 1:
Peoplesoft Parkway
1310
1320
1350
1360
255

FIG. 13C

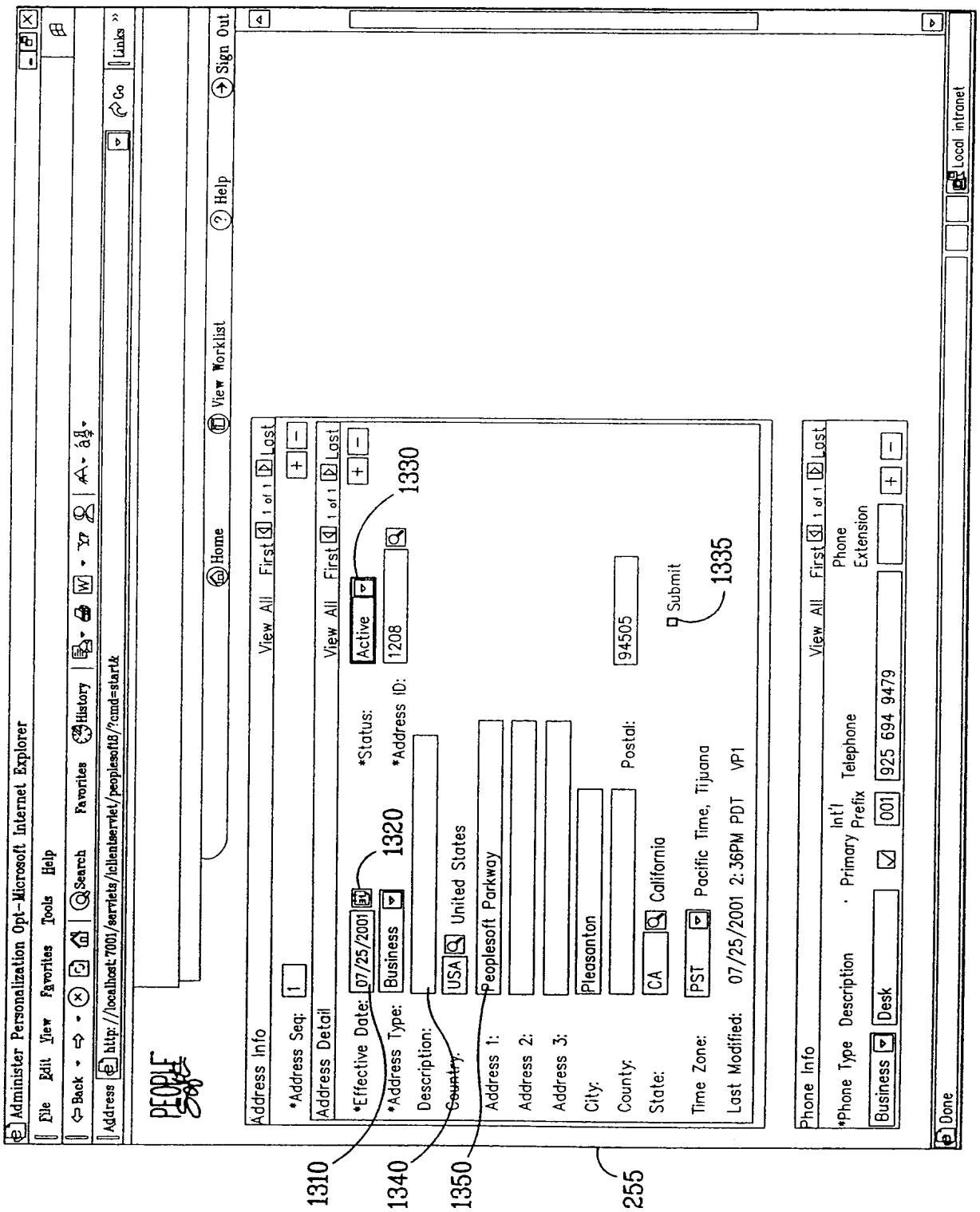

Administer Personalization Opt-Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
Links
PEOPLE Soft
Home
View Worklist
Help
Sign Out
Address Info
View All First 1 of 1 Last
*Address Seq: 1
Address Detail
View All First 1 of 1 Last
*Effective Date: 07/25/2001
*Status: Active
*Address Type: Business
*Address ID: 1208
Description:
Country: USA United States
Address 1: Peoplesoft Parkway
Address 2:
Address 3:
City: Pleasanton
County:
Postal: 94505
State: CA California
Time Zone: PST Pacific Time, Tijuana
Submit
Last Modified: 07/25/2001 2:36PM PDT VP1
Phone Info
View All First 1 of 1 Last
*Phone Type Description Primary Int'l Prefix Telephone Phone Extension
Business Desk 001 925 694 9479
Done
Local intranet
1310
1320
1330
1335
1340
1350
255

FIG. 13D

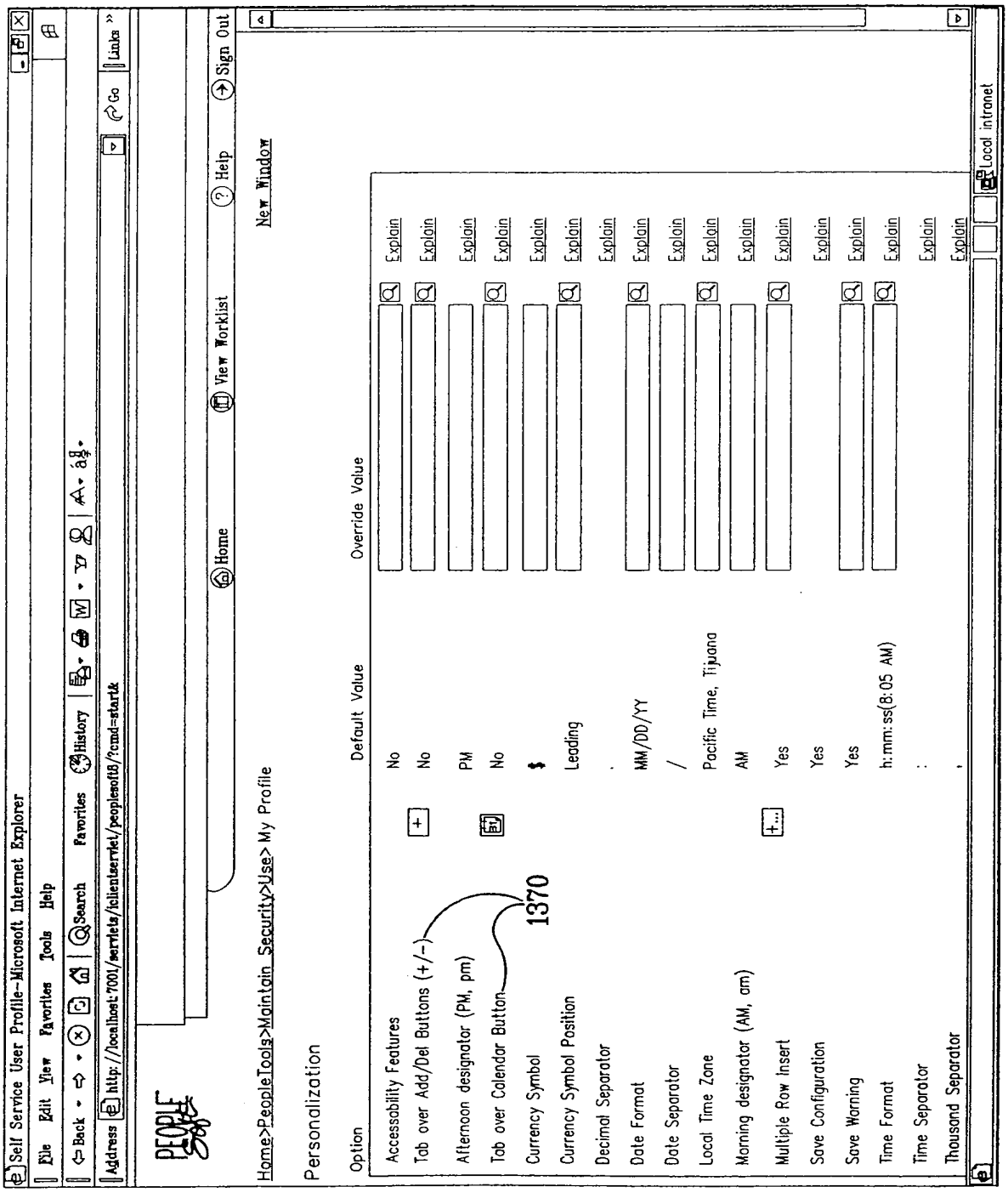

Self Service User Profile - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
Links
PEOPLE SOFT
Home
View Worklist
Help
Sign Out
New Window
Home>PeopleTools>Maintain Security>Use> My Profile
Personalization
Option
Default Value
Override Value
Accessability Features
No
Explain
Tab over Add/Del Buttons (+/-)
No
Explain
Afternoon designator (PM, pm)
PM
Explain
Tab over Calendar Button
No
Explain
Currency Symbol
$
Explain
Currency Symbol Position
Leading
Explain
Decimal Separator
.
Explain
Date Format
MM/DD/YY
Explain
Date Separator
/
Explain
Local Time Zone
Pacific Time, Tijuana
Explain
Morning designator (AM, am)
AM
Explain
Multiple Row Insert
Yes
Explain
Save Configuration
Yes
Explain
Save Warning
Yes
Explain
Time Format
h:mm:ss(8:05 AM)
Explain
Time Separator
:
Explain
Thousand Separator
,
Explain
1370
Local intranet

FIG. 13E

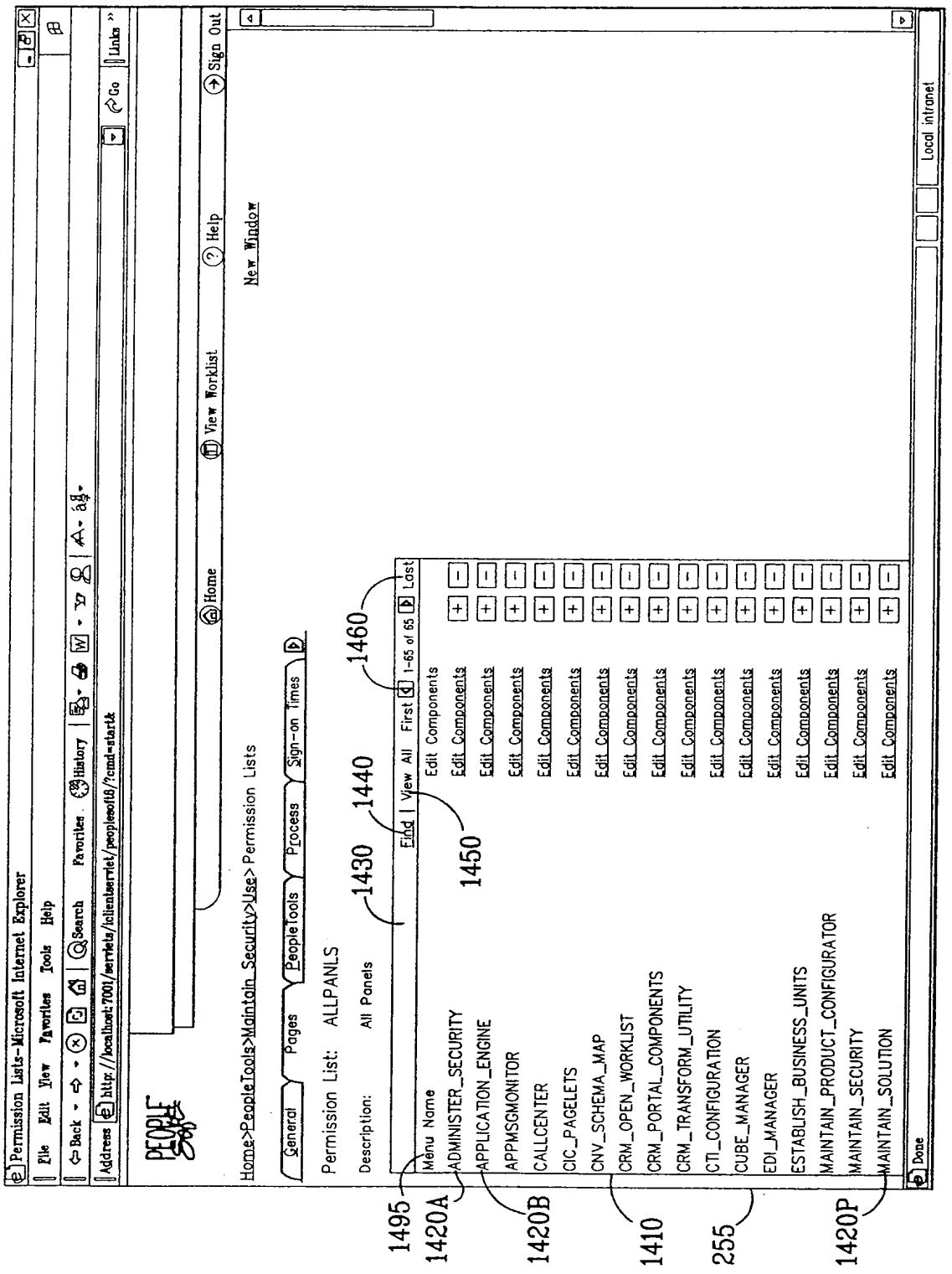

Permission Lists - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
Links
PEOPLE Soft
Home
View Worklist
Help
Sign Out
New Window
Home>PeopleTools>Maintain Security>Use> Permission Lists
General
Pages
People Tools
Process
Sign-on Times
Permission List: ALLPANLS
Description:
All Panels
Find | View All First 1-65 of 65 Last
Menu Name
Edit Components
ADMINISTER_SECURITY
APPLICATION_ENGINE
APPMSGMONITOR
CALLCENTER
CIC_PAGELETS
CNV_SCHEMA_MAP
CRM_OPEN_WORKLIST
CRM_PORTAL_COMPONENTS
CRM_TRANSFORM_UTILITY
CTI_CONFIGURATION
CUBE_MANAGER
EDI_MANAGER
ESTABLISH_BUSINESS_UNITS
MAINTAIN_PRODUCT_CONFIGURATOR
MAINTAIN_SECURITY
MAINTAIN_SOLUTION
1495
1420A
1420B
1410
255
1420P
1430
1440
1450
1460
Done
Local intranet

FIG. 14A

FIG. 14B

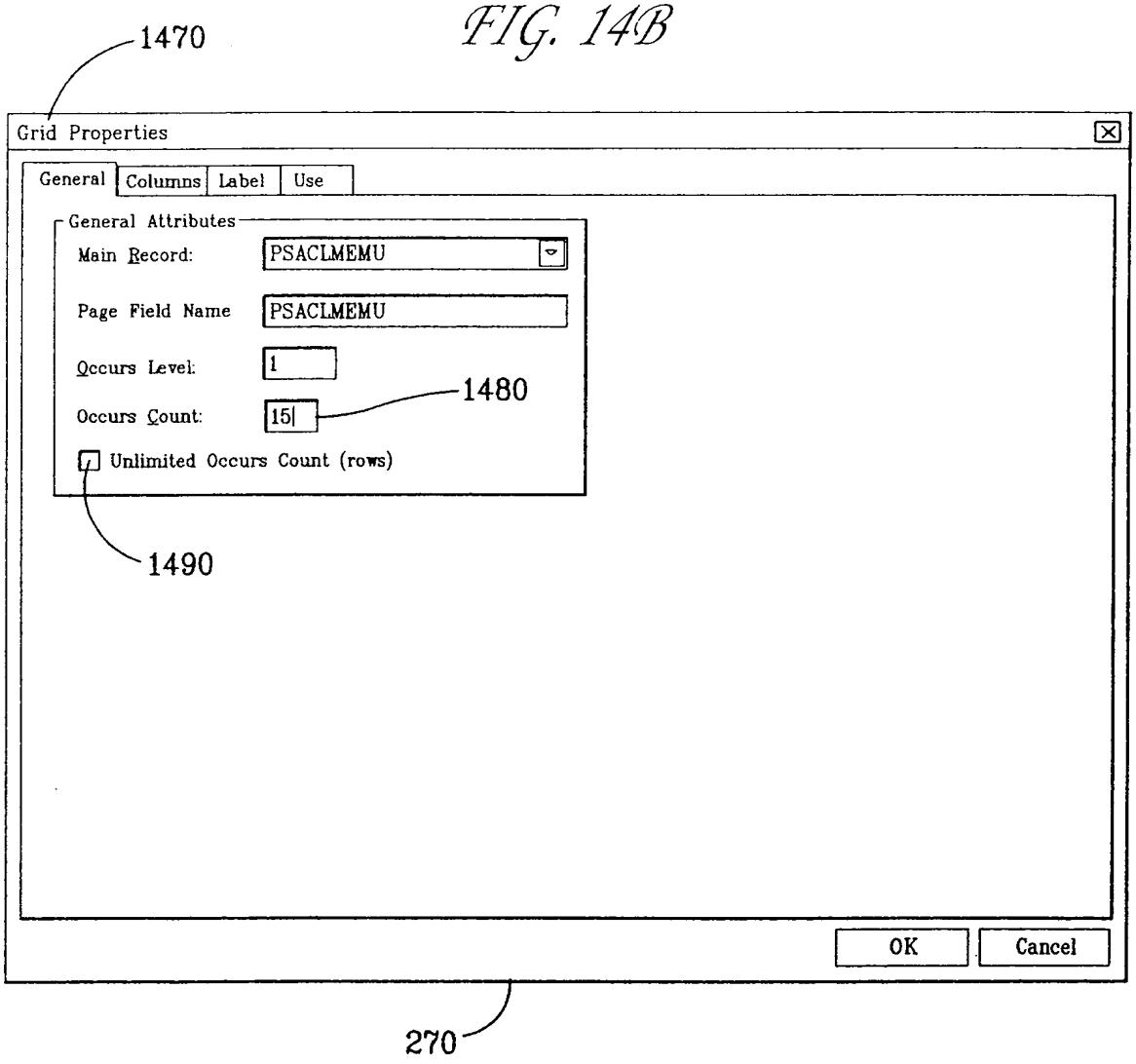
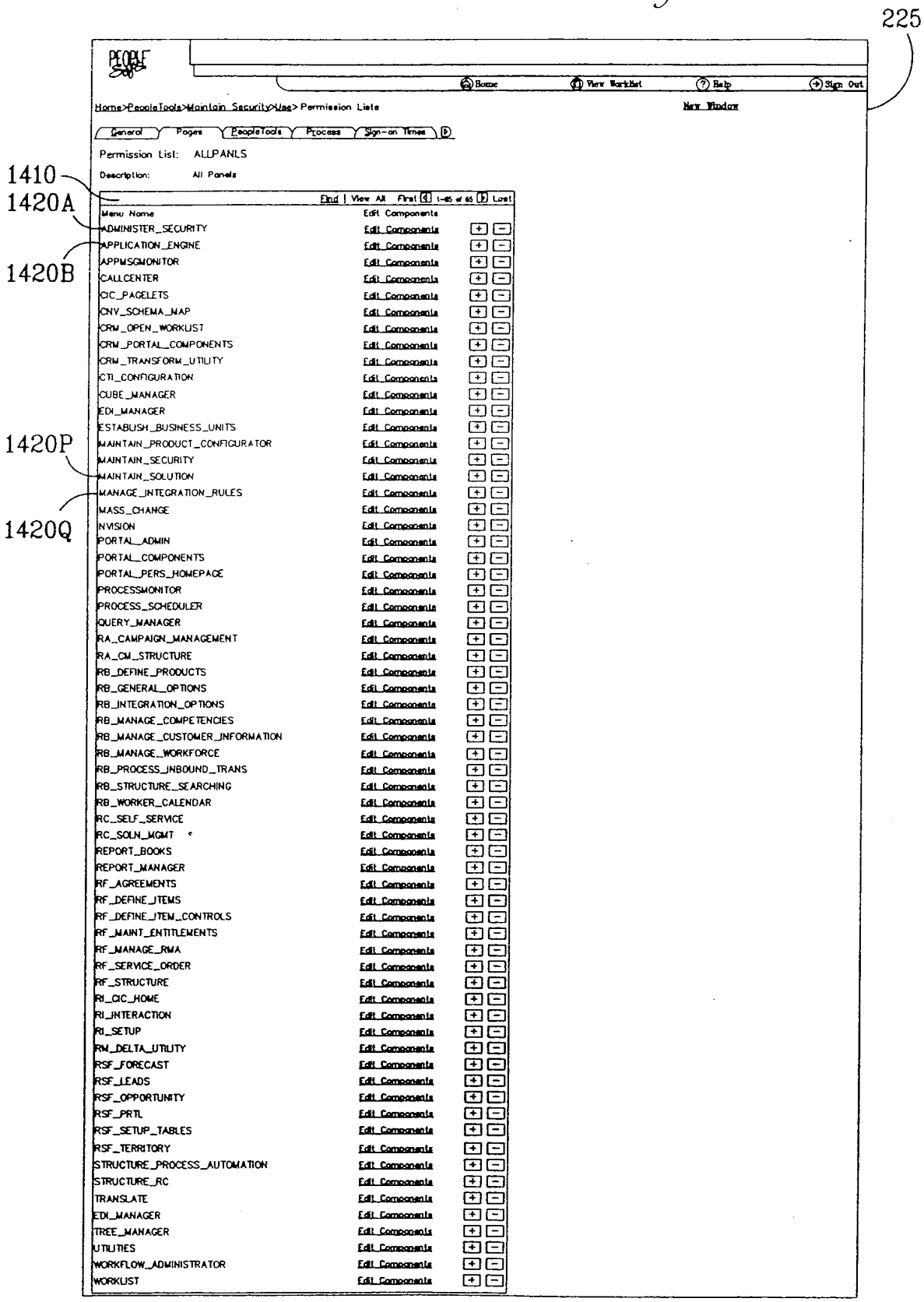

1470
Grid Properties
General
Columns
Label
Use
General Attributes
Main Record:
PSACLMEMU
Page Field Name
PSACLMEMU
Occurs Level:
1
Occurs Count:
15
1480
Unlimited Occurs Count (rows)
1490
OK
Cancel
270

FIG. 14C


225
1410
1420A
1420B
1420P
1420Q
Home
View Worklist
Help
Sign Out
Home>PeopleTools>Maintain Security>Use> Permission Lists
New Window
General
Pages
PeopleTools
Process
Sign-on Times
Permission List: ALLPANLS
Description: All Panels
Find | View All First 1-65 of 65 Last
Menu Name
Edit Components
ADMINISTER_SECURITY
APPLICATION_ENGINE
APPMSGMONITOR
CALLCENTER
CIC_PAGELETS
CNV_SCHEMA_MAP
CRM_OPEN_WORKLIST
CRM_PORTAL_COMPONENTS
CRM_TRANSFORM_UTILITY
CTI_CONFIGURATION
CUBE_MANAGER
EDI_MANAGER
ESTABLISH_BUSINESS_UNITS
MAINTAIN_PRODUCT_CONFIGURATOR
MAINTAIN_SECURITY
MAINTAIN_SOLUTION
MANAGE_INTEGRATION_RULES
MASS_CHANGE
NVISION
PORTAL_ADMIN
PORTAL_COMPONENTS
PORTAL_PERS_HOMEPAGE
PROCESSMONITOR
PROCESS_SCHEDULER
QUERY_MANAGER
RA_CAMPAIGN_MANAGEMENT
RA_CM_STRUCTURE
RB_DEFINE_PRODUCTS
RB_GENERAL_OPTIONS
RB_INTEGRATION_OPTIONS
RB_MANAGE_COMPETENCIES
RB_MANAGE_CUSTOMER_INFORMATION
RB_MANAGE_WORKFORCE
RB_PROCESS_INBOUND_TRANS
RB_STRUCTURE_SEARCHING
RB_WORKER_CALENDAR
RC_SELF_SERVICE
RC_SOLN_MGMT
REPORT_BOOKS
REPORT_MANAGER
RF_AGREEMENTS
RF_DEFINE_ITEMS
RF_DEFINE_ITEM_CONTROLS
RF_MAINT_ENTITLEMENTS
RF_MANAGE_RMA
RF_SERVICE_ORDER
RF_STRUCTURE
RI_CIC_HOME
RI_INTERACTION
RI_SETUP
RM_DELTA_UTILITY
RSF_FORECAST
RSF_LEADS
RSF_OPPORTUNITY
RSF_PRTL
RSF_SETUP_TABLES
RSF_TERRITORY
STRUCTURE_PROCESS_AUTOMATION
STRUCTURE_RC
TRANSLATE
EDI_MANAGER
TREE_MANAGER
UTILITIES
WORKFLOW_ADMINISTRATOR
WORKLIST
Edit Components

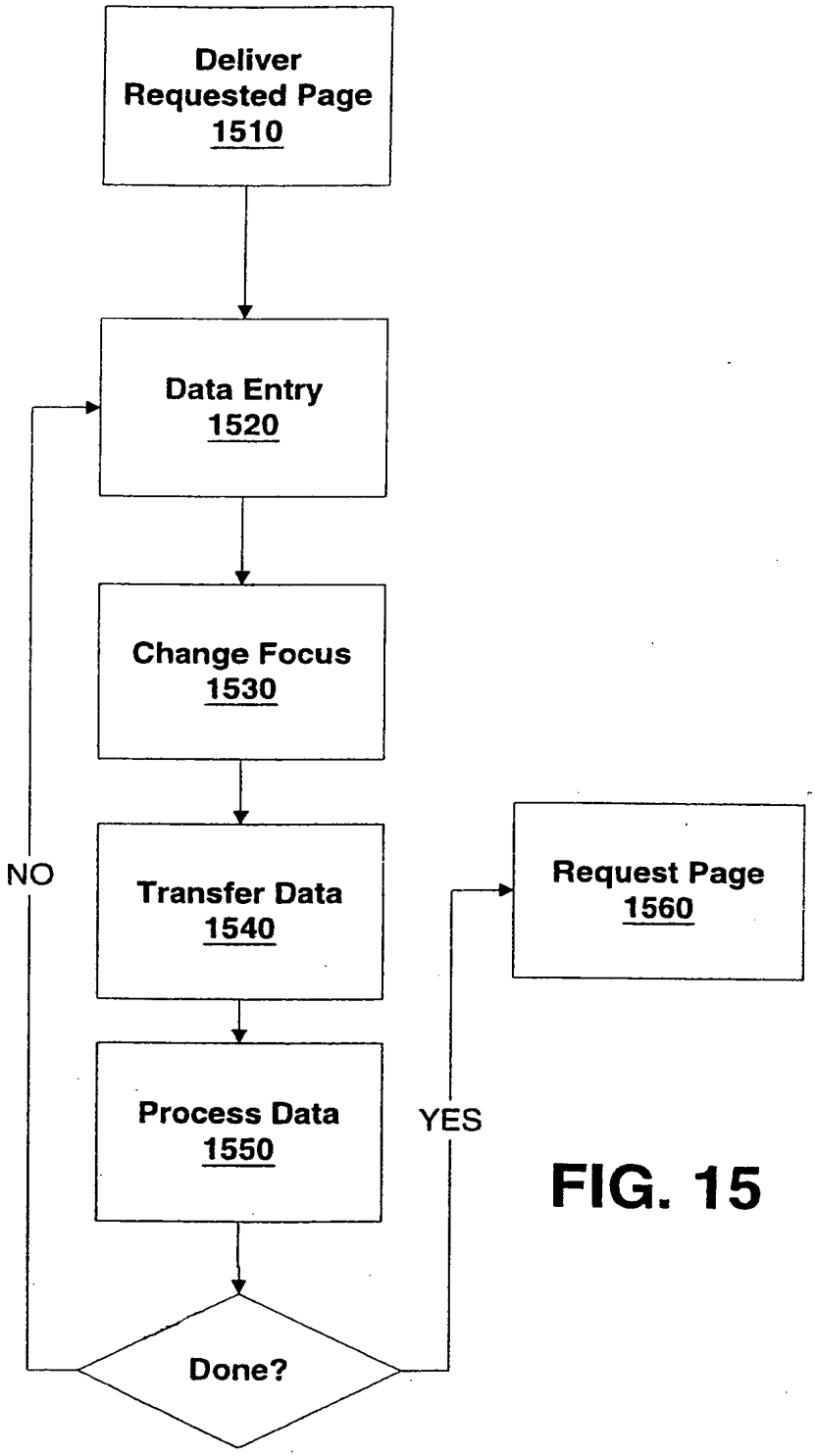

Deliver Requested Page 1510
Data Entry 1520
Change Focus 1530
Transfer Data 1540
Process Data 1550
Done?
NO
YES
Request Page 1560

FIG. 15

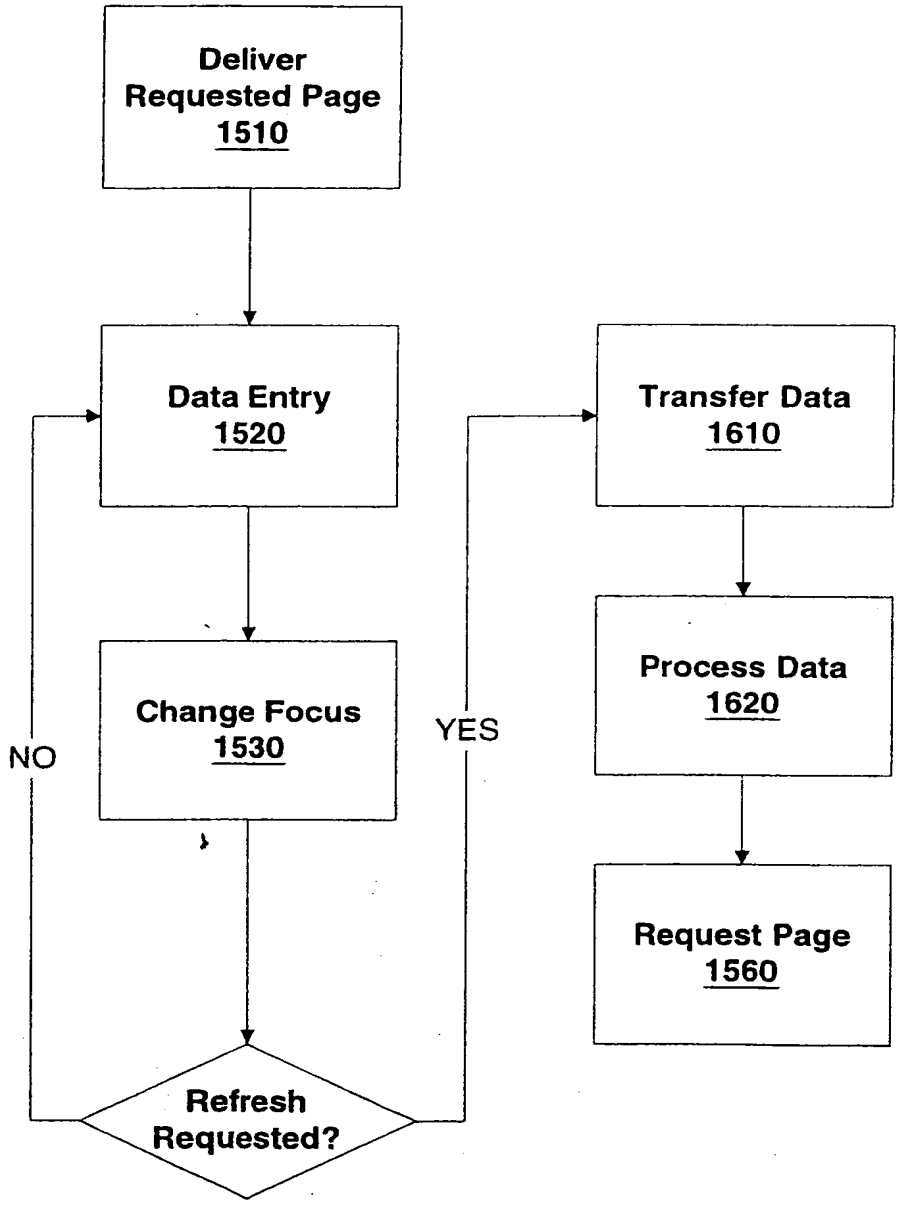
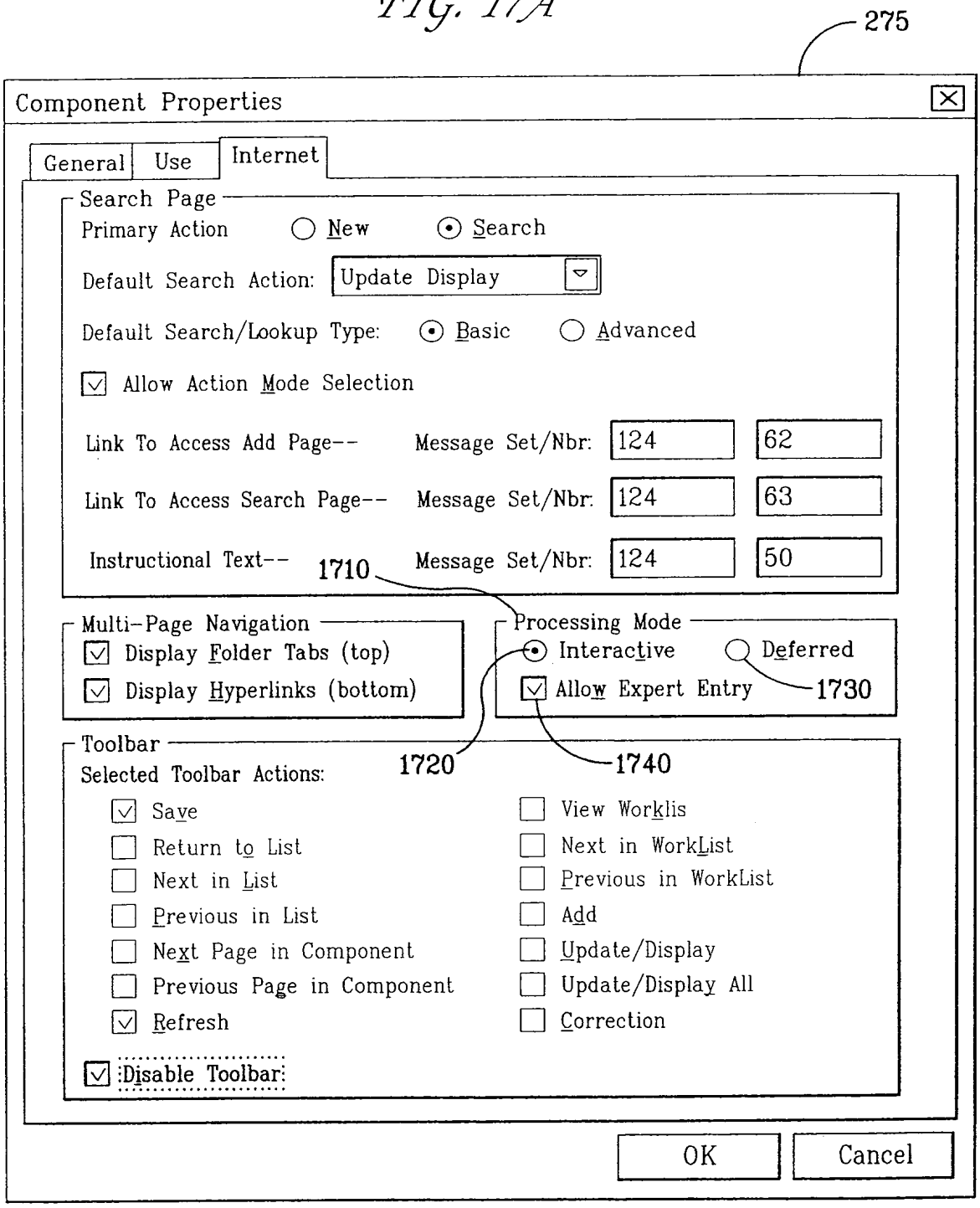

Deliver Requested Page 1510
Data Entry 1520
Change Focus 1530
Refresh Requested?
NO
YES
Transfer Data 1610
Process Data 1620
Request Page 1560

FIG. 16

FIG. 17A


275
Component Properties
General
Use
Internet
Search Page
Primary Action
New
Search
Default Search Action:
Update Display
Default Search/Lookup Type:
Basic
Advanced
Allow Action Mode Selection
Link To Access Add Page--
Message Set/Nbr:
124
62
Link To Access Search Page--
Message Set/Nbr:
124
63
Instructional Text--
1710
Message Set/Nbr:
124
50
Multi-Page Navigation
Display Folder Tabs (top)
Display Hyperlinks (bottom)
Processing Mode
Interactive
Deferred
Allow Expert Entry
1730
Toolbar
Selected Toolbar Actions:
1720
1740
Save
Return to List
Next in List
Previous in List
Next Page in Component
Previous Page in Component
Refresh
View Worklis
Next in WorkList
Previous in WorkList
Add
Update/Display
Update/Display All
Correction
Disable Toolbar:
OK
Cancel

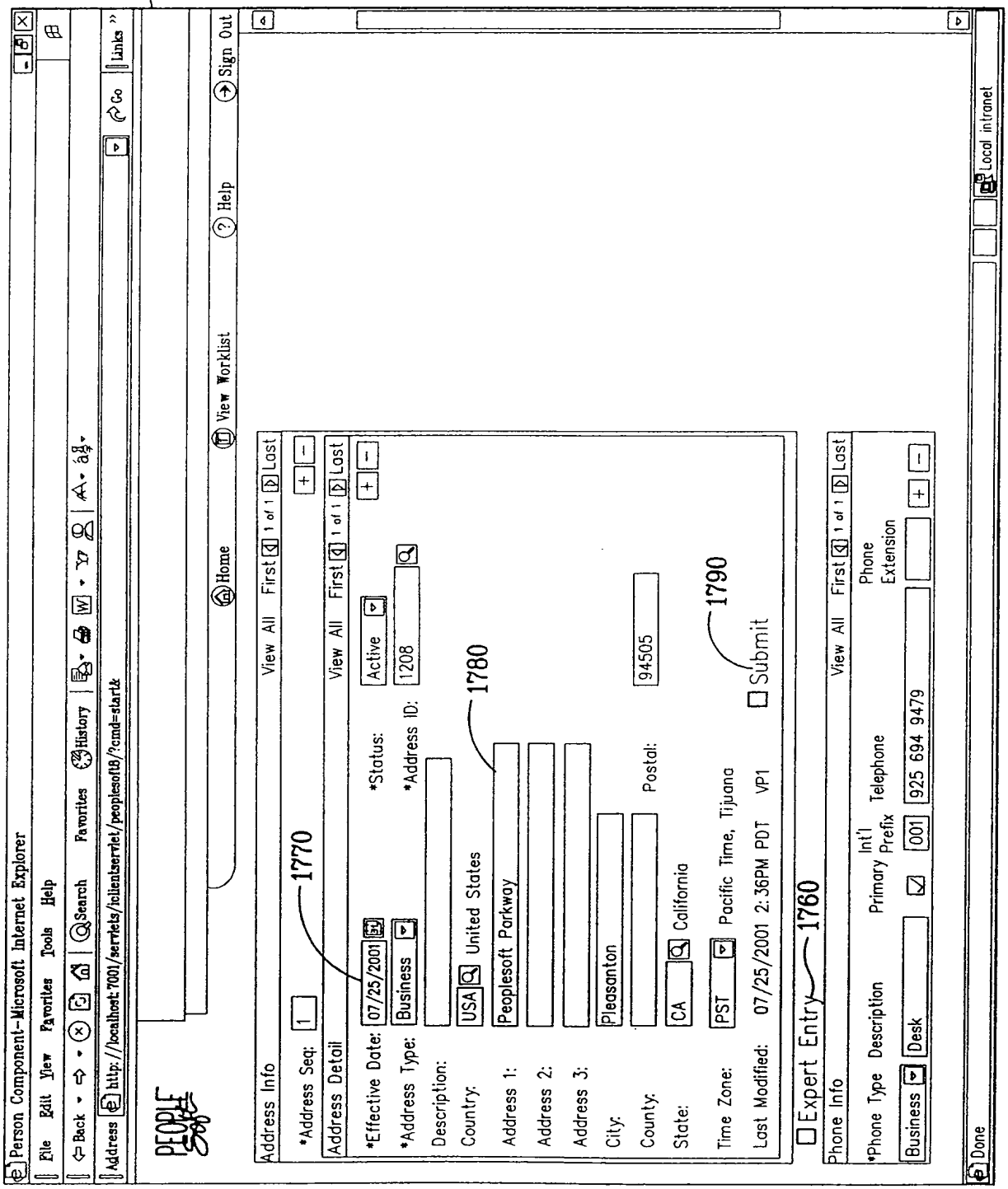

255
Person Component - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites History
Address http://localhost:7001/servlets/iclientservlet/peoplesoft8/?cmd=start&
Links
PEOPLE SOFT
Home
View Worklist
Help
Sign Out
Address Info
View All First 1 of 1 Last
*Address Seq: 1
1770
Address Detail
View All First 1 of 1 Last
*Effective Date: 07/25/2001
*Status: Active
*Address Type: Business
*Address ID: 1208
Description:
Country: USA United States
1780
Address 1: Peoplesoft Parkway
Address 2:
Address 3:
City: Pleasanton
County:
Postal: 94505
State: CA California
Time Zone: PST Pacific Time, Tijuana
1790
Last Modified: 07/25/2001 2:36PM PDT VP1
Submit
Expert Entry
1760
Phone Info
View All First 1 of 1 Last
*Phone Type Description Primary Int'l Prefix Telephone Phone Extension
Business Desk 001 925 694 9479
Done
Local intranet

FIG. 17B